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CUSTOMS STUDY TOUR TO SINGAPORE AND MALAYSIA

August 26 to September 4, 2007

September 2007

This publication was produced for review by the United States Agency for International Development. It was prepared by the USAID-funded TAPR II Project.

CUSTOMS STUDY TOUR TO SINGAPORE AND MALAYSIA

AUGUST 26 TO SEPTEMBER 4, 2007

TECHNICAL ASSISTANCE FOR POLICY REFORM II

CONTRACT NUMBER: 263-C-00-05-00063-00

BEARINGPOINT, INC.

USAID/EGYPT POLICY AND PRIVATE SECTOR OFFICE

SEPTEMBER 2007

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DISCLAIMER:

The author's views expressed in this publication do not necessarily reflect the views of the United States Agency for International Development or the United States Government.

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INTRODUCTION

From August 26 to September 4, 2007, a delegation of senior officials of the Egyptian Customs Authority headed by Mr. Galal Aboul Fotouh, accompanied by representatives of USAID and the USAID/Egypt-funded TAPR II Project, visited Singapore and Malaysia to observe the operation of integrated port operations in the processing of imports. This report presents a summary of the briefings received by the delegation, and observations and recommendations based upon those briefings. The delegation list and the study tour program itinerary are included as appendices, as well as copies of presentations received by the delegation.

The Port of Singapore, run by the port operators PSA International (formerly the Port of Singapore Authority) and Jurong Port, is the world's busiest in terms of shipping tonnage handled. 1.04 billion gross tons were handled in the year 2004, crossing the one billion mark for the first time in Singapore's maritime history. Singapore also emerged as the top port in terms of cargo tonnage handled with 393 million tonnes of cargo in the same year, beating the Port of Rotterdam for the first time.

Singapore is ranked second globally in terms of containerized traffic, with 21.3 million Twenty-Foot Equivalent Units (TEUs) handled in 2004, and is also the world's busiest hub for transshipment traffic. Additionally, Singapore is the world's largest bunkering hub, with 23.6 million tonnes sold in 2004.

In 2007, The Port of Singapore is ranked the world's busiest port once again, surpassing Hong Kong and Shanghai. The Port of Singapore is also ranked the Best Seaport in Asia.

Singapore Changi Airport is a regional aviation hub served by 64 international airlines. The airport is operated by the Civil Aviation Authority of Singapore (CAAS) and is the home base of Singapore Airlines, Singapore Airlines Cargo, SilkAir, Tiger Airways, Jetstar Asia Airways, Valuair, and Jett8 Airlines Cargo. It is a major hub for Garuda Indonesia and Qantas. Collectively, the airlines account for about 4,054 weekly flights operated by 80 airlines to over 184 cities in 57 countries. An important contributor to the Singapore economy, 13,000 people are employed at the airport. The airport accounts for over S\$4.5 billion in output. In 2006, the airport handled a record of 35 million passengers, an 8% increase over the 2005 fiscal year. This made it the 22nd busiest airport in the world and the sixth busiest in Asia by passenger traffic.

In addition to being an important passenger traffic hub, the airport is one of the busiest cargo airports in the world, handling 1,911,000 tonnes of cargo in 2006. Incentives like the Air Hub Development Fund, first introduced in 2003, have proven effective in attracting airlines here. A new S\$300 million fund to strengthen Changi's hub status will start in 2007 when the S\$210 million fund expires in 2006. The new S\$1.75 billion Terminal 3 is scheduled to open on 9 January 2008, and Terminal 1 will be upgraded along the lines of the renovated Terminal 2, with the latter costing S\$240 million. Changi has been courting both premium and budget travellers with the opening of a commercially important persons terminal by JetQuay, as well as a S\$45 million Budget Terminal in 2006.

The Airport Logistics Park of Singapore (ALPS), a joint project of the Civil Aviation Authority of Singapore (CAAS) and JTC Corporation (the main industrial land developer in Singapore) with the strong support of the Singapore Customs and Economic Development agencies, was officially opened on 20 March 2003.

The 26-hectare ALPS was developed to promote the growth of logistics as a driver for air cargo shipments. Located next to the Changi Airfreight Centre, ALPS is designated as a Free Trade Zone so as to enable quick turnaround value-added logistics and regional distribution activities, while leveraging on the excellent connectivity and superior handling efficiency of Changi Airport.

The establishment of the ALPS has heightened Singapore's appeal as a logistics hub. Due to its strategic location within the airport free trade zone where customs formalities are minimal, major third party logistics players can undertake rapid, value-adding replenishment and fulfillment activities for the entire region with greater efficiency as time and manpower relating to transportation and documentation is reduced.

MEETING WITH THE AMBASSADOR OF EGYPT TO SINGAPORE

The delegation met with the Ambassador of Egypt to Singapore, H.E. Mr. Mohamed Abd Elrehem Al Zorkany, and the Second Secretary, Mr. Hossam El Shenawy. The Ambassador gave an introductory briefing on the economic development of Singapore over the past 42 years since the country gained independence. The Ambassador noted that Singapore has experienced outstanding economic growth during this period, from a per-capita GNP of US\$1500 in 1965 to a per-capita GNP of US\$30,000 in 2006.

In his view, the critical success factors by which this growth has been achieved are:

- Broad access to education – the country has a very high literacy rate
- Stable government
- Adherence to the rule of law
- No tolerance for corruption
- Innovation
- Technology

The Ambassador gave two examples of areas in which Singapore has turned weaknesses into strengths, or capitalized upon opportunities to develop a competitive advantage:

- Singapore has no natural sources of fresh water other than rainfall. To address this weakness, Singapore concentrated upon the development and implementation of seawater desalination technology. As a result, Singapore is now able not only to satisfy all of its own fresh water needs, but also to sell fresh water to its neighbors.
- Singapore geographically is a key transit point for maritime traffic between the Indian Ocean and the Pacific Ocean. Singapore has capitalized upon this competitive advantage through the implementation of streamlined processing of transit cargo.

SINGAPORE CUSTOMS AUTHORITY

Officials of the Singapore Customs Authority briefed the delegation on the structure and function of the Authority. Singapore Customs is a government agency under the Ministry of Finance, and is the lead agency on trade facilitation and revenue enforcement matters. Singapore Customs is responsible for the implementation of customs and trade enforcement measures including those related to Free Trade Agreements (FTAs) and strategic goods. In fulfilling this responsibility, Singapore Customs:

- regulates import and export trade by putting in place a credible and predictable regulatory framework.
- collects Customs revenue, thereby contributing to a balanced budget for the Government.
- provides a conducive environment for trade by helping traders comply with regulations with minimal compliance costs.
- takes firm actions against illegitimate traders and smugglers to ensure that those who threaten the integrity of the trading system are kept at bay.

In 2003, Singapore border inspection functions, including Customs border inspection, were consolidated into a single enforcement agency, the Immigration and Checkpoints Authority (ICA). Customs clearance of travelers, baggage, vehicles and cargo at the entry & exit checkpoints was transferred to the ICA. With checkpoint clearance and immigration control under its purview, ICA is a single command responsible for the security of Singapore's borders. ICA officers are vested with powers under the Customs Act. Matters involving payment of duty and GST and Customs offences are referred to Singapore Customs. Singapore Customs maintains presence at 5 key checkpoints to facilitate collection of revenue from travelers and to handle customs offences and queries on import/export procedures.

The Singapore Customs Authority is organized into the following divisions:

Trade Division

- Develops and maintains an efficient and facilitative framework that meets SC's revenue and trade objectives
- Handles trade documentation, including processing of permits, collecting and accounting of government revenue, providing advice on the valuation and classification of goods, determining Rules of Origin for preferential treatment
- Manages the completeness and accuracy of trade statistics
- Administers the TradeNet System, including managing vendors and controlling agencies
- Plans and provides for IT services to meet the needs of the department

Controls Division

- Administers duty-and tax-suspension schemes and controls over licensed premises
- Ensures traders' compliance with strategic goods control, ROO obligations and trade enforcement requirements under FTAs and obligations under the Chemical Weapons Convention, whilst ensuring that legitimate trade is not unduly impeded
- Promotes and enhances supply chain security through a robust, credible and internationally recognized National Supply Chain Security Program

Corporate Development Division

- Provides the functions of personnel management, training, finance, office administration and corporate communications

Operations and Planning Division

- Maintains SC's presence at the major checkpoints to facilitate collection of revenue from travelers and to handle customs offences and enquiries on import/export procedures
- Coordinates cross-divisional issues, conducts policy reviews, supports Management in strategic planning and drives SC's planning process
- Participates in international customs meetings and Free Trade Agreement negotiations and formulates SC's positions and strategies for international issues

Intelligence and Investigation Division

- Provides timely and reliable intelligence and risk assessment
- Conducts surveillance and investigations to suppress smuggling and peddling of contraband
- Conducts post-clearance audits to ensure compliance of Customs rules and regulations by traders
- Ensures trade compliance through effective investigation and promoting self regulation
- Evaluates the adequacy and effectiveness of internal controls and ascertains whether policies and guidelines are complied with
- Handles prosecution cases and provides legal advice on cases
- In charge of putting in place an institutional system of knowledge and expertise on countering smuggling

Singapore Customs Authority key performance results:

- Revenue Collection, CY2006
 - Total - S\$5.69 billion (22% of overall government collections)
 - Tobacco - S\$687.1m (36%)
 - Motor vehicles - S\$510.3m (26%)
 - Petroleum - S\$368.1m (19%)
 - Liquors- S\$375.2m (19%)
- Cost per dollar of revenue collected = S\$0.01
- Customs Permits Processed, CY2006
 - 9 million
- TradeNet declarations = 98% processed within 10 minutes
- Certificates of Origin = 100% processed within 2 hours

Presentations were made to the delegation by Singapore Customs Authority officials on Cargo Clearance, Risk Management, TradeNet Processing, and Training. Copies of the presentations are included in the appendices to this report.

IMMIGRATION AND CHECKPOINTS AUTHORITY

The delegation received briefings from officials of the Immigration and Checkpoints Authority (ICA) and toured ICA facilities at the Singapore Port and Airport.

ICA was established in 2003 as a single consolidated inspection agency acting on behalf of:

- Agri-food and Veterinary Authority (AVA)
- Board of Commissioners of Currency
- Central Narcotics Bureau
- Department of Industrial Safety
- Food Control Department
- Health Sciences Authority
- Infocomm Development Authority

- Radiation Protection Inspectorate
- Intellectual Property Office
- Media Development Authority
- Ministry of Health
- Singapore Customs
- Singapore Police Force

ICA and the agencies on behalf of which it conducts inspections are linked by TradeNet, a nationwide electronic data interchange network service which allows various parties, from government departments, statutory boards and the trading community, to exchange structured trade documents and information electronically. Inspections are conducted on the basis of integrated risk analyses and targeting profiles to which all of the agencies contribute. The Customs Authority targets approximately 2% to 5% of importations to be inspected by the ICA. The ICA makes extensive use of gamma ray scanners and other non-intrusive scanning devices to minimize the extent to which physical unloading is required, so as to minimize the time required to conduct inspections. Instances in which an ICA examination is resultant are referred by the ICA to officials of the particular agencies concerned with the results of the inspection to take charge of further action as those agencies deem appropriate.

All goods imported by sea or air into Singapore are landed in free trade zones (FTZ). Zones are established at the major sea ports and the airport. These zones are defined in law as being outside the Customs territory of Singapore, such that minimal control is exercised within the zones. Inspections are conducted (based upon risk profiles and targeting) at the perimeter exit points from the zones. The Seaport zones are managed by PSA International (formerly the Port of Singapore Authority) and the Jurong Port Pte Ltd., and the Airport zone is managed by the Civil Aviation Authority of Singapore (CAAS).

A detailed explanation of the TradeNet clearance process is contained in the ICA presentation materials included in the appendices to this report.

AGRI-FOOD AND VETERINARY AUTHORITY

The delegation received a briefing from an official of the Agri-food and Veterinary Authority (AVA).

AVA is the national authority on food safety for both primary and processed food. AVA ensures the safety of all food from production to just before retail. AVA adopts a science-based risk analysis and management approach based on international standards to evaluate and ensure food safety.

The vital components of AVA's integrated food safety system include:

- Review of production systems and practices at source
- Risk assessment and the setting of food safety and food labeling standards
- Tagging of consignments of primary produce to trace sources, and food labeling to facilitate recall
- Inspection of primary produce and processed food at the points of entry into Singapore
- Pre and post-slaughter inspections at local abattoirs

- Inspection and accreditation of source farms, abattoirs, food-processing factories, both local and overseas
- Monitoring and surveillance programs for a wide range of food-borne hazards in primary and processed food
- State-of-the art laboratory testing capabilities for detecting and analyzing a wide range of pathogens and chemical contaminants in livestock, frozen and chilled meat, live and chilled fish, vegetables, fruits, eggs and processed food
- Promoting the adoption of good agricultural and manufacturing practices, and food safety assurance systems by the food industry

This food safety system is backed up by enforcement of food safety standards through a well-established legal framework. The standards are based upon the international Codex Alimentarius.

All meat products and processed egg products exported to Singapore can only come from sources approved by AVA. In order for a country to be approved to export meat products and processed egg products to Singapore, the following information is required from the competent authority of the exporting country for AVA's consideration:

- The set up and organizational structure of the veterinary services;
- The animal and poultry disease situations as well as national programs for control and prevention of such diseases;
- Copy of the legislation to control and prevent the introduction of animal and poultry diseases in the country (or excerpt in English if the legislation is not in English);
- Copy of the legislation governing slaughterhouses, meat and egg processing establishments, meat inspection system, storage, handling and distribution of products;
- Licensing authority and licensing system of approved export abattoirs, meat and egg processing establishments;
- National microbiological and residue control programs.

Applications from export slaughterhouses, meat and egg processing establishments will only be considered after the exporting country has been approved for export to Singapore. All applications must be submitted through the competent authority of the exporting country.

AVA regulates the import of plants, plant products (seeds, endangered timber such as *Aquilaria* (agarwood) spp, *Gonystylus* (Ramin) spp, and American ginseng), foliage, potting medium (soil, potting mix, peat moss, sphagnum moss etc), fertilizers of plant origin, insects and microorganisms of agricultural importance and cut flowers from the American Tropics. This is to safeguard plant health and to prevent the introduction of exotic pests and diseases into the country.

Prospective importers of food products must apply to AVA for an import/export license. Licenses are issued within one day of application. Fees for licenses are S\$84 per year for the importation of meat and fish, and S\$378 per year for the importation of fruits and vegetables.

AVA will conduct examinations of the first three importations by a new importer of food products, and if the results of the first three importation examinations are compliant, AVA will limit examinations of subsequent importations to one shipment out of 20 chosen at random. AVA is connected through the TradeNet system to ICA, by which shipments are selected for examination. If selected, ICA will release the goods on a controlled basis by which the importer must hold the goods until they are inspected and cleared by AVA.

Penalties for non-compliance are applied on an escalating scale. A first offense may be dealt with by a return or destroy order and a warning. A third offense will lead to court action: a potential S\$20,000 fine, suspension of import privileges and/or imprisonment.

NATIONAL COMPUTER SYSTEM / CRIMSON LOGIC

The delegates received briefings from representatives of the National Computer System on the operation of the Singapore Customs operational platform and of Crimson Logic on the operation of TradeNet.

TradeNet is operated by CrimsonLogic under a public/private partnership (PPP). The shareholders of the PPP are International Enterprise (IE) Singapore (an agency under the Ministry of Trade and Industry spearheading the development of Singapore's external economy wing), PSA International (formerly the Port of Singapore Authority), SingTel, and the Civil Aviation Authority of Singapore (CAAS). IE Singapore holds a 55% share in the PPP, and the other shareholders collectively hold a 45% share.

The TradeNet System is a nation-wide Electronic Data Interchange (EDI) System that allows the various parties from the public and the private sectors to exchange structured trade message and information electronically. The major Government agencies that are using the System for the exchange of trade and shipping messages with the private sector are the Singapore Customs Authority and various other agencies that exercise control over the import, export and transshipment of goods.

The TradeNet System has integrated the import, export and transshipment documentation processing procedures. It reduces the cost and turnaround time for the preparation, submission and processing of trade and shipping documents and expedites the clearance of the cargo.

Under the TradeNet System, the trading community is given the means of submitting import, export or transshipment permit applications electronically to the government bodies (Singapore Customs and the various Competent Authorities) for processing. If the permit application is approved, a permit message will be returned electronically to the sender.

The network administrator (CrimsonLogic) provides the following services to TradeNet users:

1. Information Services

- Cargo Information System
- Company Billing Enquiry

2. Network Facilities

- Password Management -> facility to change password
- Short-term Archive -> facility to retrieve lost permits (within 1 day)
- Acknowledgement Notification
- Audit Trail

A prospective user of TradeNet will need the following:

- Computer
- Printer
- Telephone line + modem
- Certified TradeNet software from an approved software vendor:

i) Windows-based

- Declaration data entry software
- Format translator
- Communication software (MHAccess) (Mandatory to communicate with mailbox)

ii) Web-based

- Internet access account (obtained from an Internet service provider)

Submitting an Import or Export Permit Application

1) For Non-controlled items

- a. Users will create the permit application using a computer in their office.
- b. The user will click the "Send" option to send the permit application to Singapore Customs. Once the "Send" option is activated, the following will occur:
 - i) The program will reformat the permit application to a standard format (UN/EDIFACT), a step which will ensure that the permit application can be read by other computer networks using the same messaging standard.
 - ii) The communication software (MHAccess) dials in and transfers the reformatted permit application to CrimsonLogic.
- c. At CrimsonLogic, some preliminary checking is carried out on the permit application. Permit applications with invalid codes or which are not correctly formatted will be rejected and an ERRORM message will be placed in the user's mailbox.
- d. A STATUS (IR) message will be placed in the user's mailbox if the permit application is rejected. A Permit (IESGPPMT) message is issued when the permit application is approved.

After an appropriate interval, the user will dial in to CrimsonLogic to open the user's mailbox, read mail and check on the status of the permit application.

2) For Controlled items

- a. The process of preparing the permit applications and sending the permit applications is the same as for non-controlled items.
- b. However, for controlled items, the permit applications will be provisionally approved before being routed to the Competent Authority (CA).
- c. The CA will periodically process these provisionally approved permit applications.
- d. Two types of STATUS message may be issued (a rejection [AR] or a query [AQ]) by the Competent Authority if the application is not approved. A Permit message is issued when the permit application is also approved by the CA.
- e. After an appropriate interval, the user will dial in to CrimsonLogic to open the user's mailbox, read mail and check on the status of permit applications.

TradeNet Service Information

- 1) The TradeNet System is available 24 hours a day, 7 days a week (Sundays and public holidays inclusive), except for Sundays from 4am to 8am for system maintenance.
- 2) CrimsonLogic operates a Central Help Desk for problems encountered when using the TradeNet System.

TradeXchange is a multi-agency initiative led by Singapore Customs, the Economic Development Board and the Infocomm Development Authority of Singapore (IDA), as an enhancement to the functionality currently available through TradeNet.

Targeted to be launched in October 2007, TradeXchange will provide seamless inter-connectivity among commercial and regulatory systems for the Singapore trade and logistics community. In addition, it will offer a single electronic window for integrated workflow, submissions and enquiries to the Sea Ports, Airports, Maritime Authorities, Customs and Controlling Agencies.

Further information on TradeNet and TradeXchange is available on the internet at:

www.tradexchange.gov.sg

www.crimsonlogic.com

SINGAPORE COOPERATION ENTERPRISE

The delegation received a briefing from officials of Singapore Cooperation Enterprise (SCE), an agency set up by the Singapore Ministry of Trade and Industry to market Singapore's public sector expertise to other governments around the world. SCE provides single-window access to the services of 15 ministries and over 60 agencies of the Singapore government in the provision of customized public sector consultancy and implementation advice. SCE undertakes projects on a cost-plus basis, not on the basis of profit maximization.

SCE provides consultancy and implementation services in the following areas:

- Transport and infrastructure management
- Port management
- Tourism development
- Water and waste management
- Education
- Health care
- Township and industrial development
- Leisure park development and operations
- Public Service reforms
- Business licensing and registration systems
- E-government services

SCE is backed by the Government of Singapore. The Chairman of SCE (Peter Ho) is also the Head of the Civil Service Board. The Deputy Chairman of SCE (Peter Ong) is also a Permanent Secretary of the Ministry of Trade and Industry.

SCE operates only on a government-to-government basis. It does not participate in competitive Requests for Proposal.

SCE undertook to prepare a proposal for services that it could offer to the Government of Egypt to support the single-window integration and facilitation of import and export processes at Egyptian seaports and airports. The proposal will be submitted to the Minister of Finance of Egypt through Mr. Galal Aboul Fotouh. SCE would be prepared to send a team to Egypt to conduct an evaluation as a follow-up to the draft proposal, upon agreement by the Minister of Finance of Egypt to cover the travel expenses of the evaluation team. All costs of the evaluation other than travel expenses would be borne by SCE.

Further information on Singapore Cooperation Enterprise is available on the internet at:

www.sce.gov.sg.

PORT TANJUNG PELEPAS

The delegation traveled to the Port of Tanjung Pelepas, located in Johore, Malaysia adjacent to Singapore, to receive briefings from officials of the Port Authority and of the Royal Malaysian Customs Authority on the operation of the Port and the Customs Authority, as an opportunity for comparison with analogous operations in Singapore.

The Port of Tanjung Pelepas (abbreviation: PTP, 01°21'58.85"N 103°32'54.12"E) is a port for container ships located on the eastern mouth of the Pulai River in south-western Johor, Malaysia. Receiving its maiden vessel on 10 October 1999 on a three-month trial operation, it was officially launched on 13 March 2000.

At the end of 1999, the terminal handled 20,696 Twenty-foot Equivalent Units (TEUs), which rose to 418,218 TEUs in 2000, 2.05 million TEUs in 2001, 2.66 million TEUs in 2002, and 3.87 million TEUs in 2003 outstripping Port Klang and thereby establishing itself as Malaysia's largest port. In 2004, it registered a 15.2% increase to 4,020,421 TEUs, and came in as the world's 19th busiest container port. In 2005, PTP handled 4.2 million TEUs, and in 2006 an estimated 4.8 million TEUs.

As is the case for ports in Singapore, PTP is established as a Free Trade Zone. Customs control is exercised at the perimeter of the zone. The Customs Information System is linked to port systems such as gate control, vessel clearance, and container control. PTP is a participant in the Container Security Initiative (CSI) and is C-TPAT compliant.

Customs declarations, inspections (selective based upon targeted risk analysis) and duty payment are processed upon the exit of goods from the FTZ. The Customs Authority is the inspecting authority on behalf of other control agencies.

Transit movement between FTZ's is permitted by approved carriers under Customs seal, upon submission of a guarantee surety.

Average release times are under one hour – green channel releases are generally processed within 10 minutes.

As in the case of AVA in Singapore, goods subject to the conduct of agriculture or food inspections may be released to the importer on a controlled basis pending the conduct of the inspections.

Copies of the presentations made to the delegation by the PTP Port Authority and the Royal Malaysian Customs Authority are included in the appendices to this report.

OBSERVATIONS

The ports that the delegation visited in the two countries are very successful, exhibiting rapid year-over-year growth in volumes of shipments processed. Both Singapore and Malaysia have established highly efficient, integrated single-window processes to facilitate the import and transit movement of goods. The common features of these processes are:

- The creation of free trade zones at seaports and airports, within which minimal controls are exercised. Import controls are exercised only at the perimeter access points from the zones.
- Transit movements within or between zones are permitted with minimal controls.
- Integrated computer networks have been established serving and linking together all of the control agencies and the private sector
- Extensive use is made of risk assessment to support coordinated selective inspection
- Extensive use is made of gamma ray scanners and other non-intrusive scanning devices to minimize the time required to conduct inspections on selected shipments
- Electronic submission and processing of declarations and release permit applications
- Electronic payment of duties, taxes and other fees

Both Singapore and Malaysia have designated a single agency to administer control procedures and conduct inspections on behalf of all of the interested control agencies at the exit points from the FTZ's, but while Malaysia has designated the Royal Malaysian Customs Authority to undertake this role, Singapore has created a new agency, the Immigration and Checkpoints Authority, to carry out inspections on behalf of Customs as well as other control agencies.

The removal of Customs from the inspection function may be appropriate in Singapore, which charges no import Customs duties other than on liquor and tobacco products, but this approach may not be appropriate for countries such as Egypt that maintain a Customs Tariff containing a significant number of dutiable items.

Officials of the Singapore ICA, for example, did not appear to have a clear understanding of Customs issues such as the legal accountability of importers or their agents for the accuracy of customs declarations. Accountability for the accuracy of declarations of tariff classification and import value may not be a significant issue in Singapore, as these declarations would be of concern largely for the accumulation of trade statistics. In Egypt, however, the accuracy of declarations has a direct bearing on the assessment of Customs duties, and the Customs Authority must have a sufficient presence in the initial process of importation to ensure that determinations of tariff classification and import value are based upon accurate information, and that inaccurate declarations are dealt with appropriately as provided for in the Customs Law and regulations.

RECOMMENDATIONS

- Upon receipt of the proposal from Singapore Cooperation Enterprise (see above), the Government of Egypt should support the visit to Egypt of an SCE evaluation team, and consider opportunities to use the services of SCE to assist in the implementation of true single-window port clearance processes in Egyptian seaports and airports.
- Funding options should be explored to support the services of SCE and the systems that might be implemented in Egyptian ports as a result. Such options might include, for example, the establishment of public/private partnerships, grant programs offered by donor agencies in support of private sector trade facilitation capacity building, and government-to-government funds transfer agreements based upon the accomplishment of defined benchmarks or performance results.
- Further information should be solicited on the operation of TradeNet and its successor, TradeXchange, as well as information on the operation of the analogous computer network that has been implemented at Port Tanjung Pelepas, to identify opportunities to establish similar functionality in Egyptian seaports and airports. All options should be considered: whether it be to replace existing Egyptian port network systems with systems developed in other countries; or alternatively to draw upon the experiences of other countries to enhance the functionality of Egyptian systems currently in place or in the process of being implemented.
- Further information should be compiled with respect to organizational options implemented by other countries to establish a consolidated border inspection function (for example, the Customs Authority approach implemented by Malaysia as one option, and the ICA approach implemented by Singapore as another option), and an analysis prepared to recommend the most appropriate and effective option to be considered for implementation in Egypt.

APPENDICES

LIST OF DELEGATES

STUDY TOUR PROGRAM ITINERARY

PRESENTATION MATERIALS (ON A SEPARATE CD)

- 01 - SINGAPORE CUSTOMS GENERAL OVERVIEW**
- 02 - SINGAPORE CUSTOMS CARGO CLEARANCE**
- 03 - SINGAPORE CUSTOMS RISK MANAGEMENT**
- 04 - SINGAPORE CUSTOMS TRADENET**
- 05 - SINGAPORE CUSTOMS TRAINING**
- 06 - ICA PORTS COMMAND**
- 07 - CRIMSON LOGIC PORT COMMUNICATION SYSTEM BROCHURE**
- 08 - CRIMSON LOGIC TRADENET BROCHURE**
- 09 - PTP PORT AUTHORITY PRESENTATION**
- 10 - PTP MALAYSIAN CUSTOMS PRESENTATION**

Singapore/Malaysia Study Tour Delegation

August 26 – September 4, 2007

- | | | |
|-----|----------------------------------|--|
| 1. | Mr. Galal Aboul Fotouh | - Advisor to the Minister of Finance on Customs Matters |
| 2. | Mr. Adly Abdel Razik | - Head of the Tariff, Valuation and Origin Central Directorate, Egyptian Customs Authority |
| 3. | Mr. Mahmoud Aboul Ella | - Head of the Customs Reform Central Directorate, Egyptian Customs Authority |
| 4. | Mr. Mohamed Mohamed Salem | - Head of the Middle and Southern Region, Egyptian Customs Authority |
| 5. | Mr. Ahmed Farag Saoudi | - Head of Customs, Port of Alexandria, Egyptian Customs Authority |
| 6. | Mrs. Georgette Rateb | - Head of Cargo Operations, Cairo International Airport, Egyptian Customs Authority |
| 7. | Mr. Ahmed Sherif Fawzy | - Advisor to the Minister of Finance on Customs Matters |
| 8. | Mr. Adel Ahmed Youssef | - General Manager of Imports, Port Said, Egyptian Customs Authority |
| 9. | Mr. Mohamed Kamal Shehab | - General Manager of Exemptions, Alexandria, Egyptian Customs Authority |
| 10. | Mrs. Reham Ahmed Mareiy | - Translator, Egyptian Customs Authority |
| 11. | Mrs. Nihal Abdel Moneim El Nahas | - Translator, Egyptian Customs Authority |
| 12. | Mrs. Rasha Abdel-Hakim | - Team Leader, Trade Capacity Building, United States Agency for International Development |
| 13. | Mr. Alan Morley | - Customs Advisor, USAID/Egypt Technical Assistance for Policy Reform Project (TAPR II) |

**Study Visit by
Senior Officials of the Egyptian Customs Authority (ECA)
to Singapore and Malaysia,
26 August to 4 September, 2007
Program Itinerary**

Sunday 26 August 2007

0010 hrs Depart Cairo Airport Terminal 2
Egyptair MS 9493
(Singapore Airlines SQ 0493)

1515 hrs Arrive Singapore Changi Airport
Ground transfer (minibus) to Regent Hotel
One Cuscaden Road, Singapore
Telephone: (65) 6733-8888

Monday 27 August 2007

1500 hrs – Meeting with the Ambassador of Egypt to Singapore
1630 hrs H.E. Mr. Mohamed Abd Elrehem Al Zorkany, Ambassador
Mr. Hossam El Shenawy, Second Secretary
Embassy of the Arab Republic of Egypt
75 Grange Road, Singapore 249579
Telephone: (65) 67371811

Tuesday 28 August 2007

0900 hrs	Depart from Regent Hotel	
0955 hrs	Arrive at Singapore Customs Received by Senior International and Planning Officer, Singapore Customs, Mr Sean Ng Contact Person: Mr Sean Ng DID: (65) 6355 2089 HP: (65) 9368 5448	Address: 55 Newton Road, Revenue House #10-01, Singapore 307987, 10th Floor Fullerton Conference Room
1005 hrs	Welcome Remarks by Director-General of Singapore Customs, Mr Teo Eng Cheong	
1010 hrs	Overview of Singapore Customs conducted by Corporate Communications Officer, Mr Victor Seah	
1030 hrs	Briefing on TradeNet conducted by Trade Officer, Procedures & Processing Branch, Ms Maya Suryani	
1050 hrs	Briefing on Cargo Clearance conducted by Senior Field Management Officer, Field Management Branch, Mr Lau See Yong	

1110 hrs	Briefing on Risk Management conducted by Intelligence Officer, Intelligence Branch, Mr Edmund Yeoh	
1130 hrs	Briefing on Training/Training Framework conducted by Senior Human Resource Officer, Human Resource Branch, Mr Jimmy Chai	
1150 hrs	Question and Answer Session moderated by Director General of Singapore Customs, Mr Teo Eng Cheong	
1300 hrs	Lunch hosted by Director General of Singapore Customs, Mr Teo Eng Cheong, at Shahi Maharani North Indian Restaurant Contact Person: Mr Sean Ng DID: (65) 6355 2089 HP: (65) 9368 5448	Address: North Bridge Road, # 03-21B Raffles City Shopping Centre, (Level 3 Raffles The Plaza) Singapore 179103 Tel: 6235 8840
1430 hrs	Depart for NCS Hub	
1500 hrs	Arrive at National Computer Systems Hub, Received by Ms Catherine Quek Contact Person: Ms Catherine Quek HP: (65) 9758 6801	Address: 5 Ang Mo Kio Street 62 NCS Hub Singapore 569141
1515 hrs	Briefing on National Computer Systems and the Singapore Customs experience	
1630 hrs	Depart for Crimson Logic, Accompanied by Senior International & Planning Officer, Singapore Customs, Mr Sean Ng	
1700 hrs	Arrive at Crimson Logic, Received by Ms Jenifer Goh Contact Person: Mr David Siah DID: (65) 6887 7733 HP: (65) 9017 5007	Address: 31 Science Park Road, The Crimson, Singapore 117611
1705 hrs	Overview of Crimson Logic Operations	
1900 hrs	Depart from Crimson Logic	

Wednesday, 29 August 2007

1330 hrs	Depart from Regent Hotel	
1355 hrs	Arrive at Port of Singapore Authority Received by Port of Singapore Authority Corporate Communications Officer, Mr William Ng Contact Person: Mr William Ng HP: (65) 97304783	Address: PSA Building, 460 Alexandra Road, Singapore 119963
1400 hrs	Briefing of Port Model	
1430 hrs	Viewing of Corporate Video	

1445 hrs	Depart for Pasir Panjang Terminal	
1500 hrs	Arrival at Ports Command Received by Mr. Koh Kim Chye, Immigration and Checkpoint Authority (ICA) Commander of Port Ground Operations; and Mr. Koh Wee Sing, ICA Deputy Commander of Port Intelligence Operations.	Address: Pasir Panjang Terminal Gate 4, 21 Harbour Drive, Singapore 117502
1505 hrs	Welcome and Introduction	
1510 hrs	Screening of Corporate Video	
1520 hrs	Briefing and Discussion on Clearance of Sea Cargo and Container Security Initiative	
1600 hrs	Site Visit to View Scanning Technologies	Address: Pasir Panjang Scanning Station
1700 hrs	End of Visit	

Thursday, 30 August 2007

0900 hrs	Depart from Regent Hotel	
0925 hrs	Arrive at Agri-Food and Veterinary Authority of Singapore Received by Senior Import Export Mgr, Mr Liow Chin Chog Contact Person: Mr Liow Chin Chog DID: 63257617	Address: 5 Maxwell Road, Tower Block #02-03, MND Complex, Singapore 069110
0930 hrs	Introduction of Agri-Food and Veterinary Authority of Singapore and demonstration of AVA Tradenet System by Mr Liow Chin Chog	
1015 hrs	Question and Answer Session	
1045 hrs	Visit to Agri-Food and Veterinary Authority ends	
1130 hrs	Private Lunch	
1300 hrs	Depart for Immigration and Checkpoints Authority Air Cargo Command	
1330 hrs	Arrival at Immigration and Checkpoints Authority Air Cargo Command Contact Person: Mdm Sim Yaw Luan DID: (65) 6542 2321	Address: Air Logistics Park of Singapore, 11 ALPS Avenue, Singapore 498807
1335 hrs	Welcome and Introduction	
1340 hrs	Briefing and Discussion on Overview of Air Cargo Command Operations by Mr. Tan Hang Tjong, ICA Commander of Air Cargo Operations; and Mr. Abdul Rahim, ICA Deputy Commander.	
1415 hrs	Site-tour and On-site Briefing of Air Logistics Park	
1500 hrs	Proceed to Airport Command	

1530 hrs	Arrival at Airport Command Contact Person: Mdm Delina Williams DID: (65) 6214 8006	Address: Changi Airport Terminal 2, Airport Boulevard, Singapore 819643
1600 hrs	Briefing and Discussion on Overview of Airport Command by ICA Deputy Commander, Airport Ground Operations	
1700 hrs	Site Tour and Viewing of Immigration screening and baggage inspection Technologies	
1730 hrs	End of Visit	

Friday 31 August 2007

Free day

Saturday 1 September 2007

1000 hrs – 1300 hrs Tour of Singapore points of interest (minibus)

Sunday 2 September 2007

Free day

Monday 3 September 2007

0845 hrs Leave Hotel (minibus)

0940 hrs Arrival of delegates from Singapore at Second Link Malaysian entry checkpoint
Delegation received by Mr. Azahar b. Hamzah, Superintendant of Customs, Free Zone-Port of Tanjung Pelepas, Johor, Malaysia; and Mr. Hassan El Bana, Commercial Counsellor, Egyptian Embassy to Malaysia, Kuala Lumpur.

1000 hrs Arrival of Delegation at Port Tanjung Pelepas
Welcome
 Mrs. Norlia Binti Zamri, Customs Deputy Director, Galang Patah Region
Briefing on Port Procedures
 Mr. Khairul Anuar Othma, Corporate Communications Officer, PTP
 Mr. Mohamed Nizam, Operations Manager, PTP
Briefing on Customs Procedures
 Mr. Hashim bin Ibrahim, Customs Deputy Superintendent, PTP
Lunch hosted by KDRM (Royal Malaysian Customs Authority)
Visit to Port
Question and Answer session

1700 hrs End of program – Leave PTP to return to Hotel (minibus)

Contacts:

Mr. Hassan El Bana – Commercial Counsellor, Egyptian Embassy to Malaysia

Tel: 03-4257 3166 Fax: 03-4252 4853

Email: kualalumpur@tamseel-ecs.gov.eg

Mr. Azahar b. Hamzah, Superintendant of Customs

Free Zone-Port of Tanjung Pelepas, Johor

Tel : 607-507 2003 / 11 Mobile : 6012-3697935

Email : azaharham@yahoo.co.uk

Tuesday 4 September 2007

- 1000 hrs Meeting with representatives of Singapore Cooperation Enterprise and the Egyptian Ambassador to Singapore (held at SCE Headquarters, Singapore)
Gerard Hooi Keng Cheong – Director, Projects
Ong Yunn Shing – Senior manager, Operations
Alphonsus Chia Chung Mun – CEO
H.E. Mr. Mohamed Abd Elrehem Al Zorkany, Ambassador
Mr. Hossam El Shenawy, Second Secretary
- 1130 hrs Post-briefing with the Egyptian Ambassador to Singapore (held at the Egyptian Embassy to Singapore)
- 1500 hrs Leave Hotel (minibus)
Ground transfer from Regent Hotel to Airport
- 1800 hrs Depart Singapore Changi Airport
Egyptair MS 9492
(Singapore Airlines SQ 0492)
- 2255 hrs Arrive Cairo Airport Terminal 2

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